

Daphne.Duke

247371

From: Melissa.Purvis
Sent: Wednesday, October 23, 2013 12:38 PM
To: Daphne.Duke
Cc: Deborah.Easterling
Subject: FW: Utilities, Inc.

From: Linda Stevenson [<mailto:lks@comporium.net>]
Sent: Wednesday, October 23, 2013 12:11 PM
To: Linda Stevenson
Subject: Utilities, Inc.

When will someone stop this craziness???? We do NOT want to have these weekly problems with Utilities, Inc/Tega Cay Water Service. I am still waiting for the answer from UI in regards to the **Wednesday, October 16, 2013 1:06 PM complaint sent to State Agencies and responded to by Chad Campbell Wed 10/16/2013 2:38 PM. NO RESPONSE from Utilities, Inc as of today.**

Another complaint by a resident at **3030 Point Clear Drive** in regards to his driveway on October 13, 2013. The leak has been there for years and UI/TCWS comes out and puts their usual band aid on it and waits for the next time it appears. I testified about this in 2012 at the PSC hearing (see copy below). This is not acceptable and irresponsible on behalf of Utilities, Inc. Fix the problem so it does not reappear in a short period of time which allows you to charge the consumers each and every time for repairs. DO NOT expect the consumer to pay for all of these repairs!

Copy of history of this problem presented at the PSC Hearing

I wish to voice my concerns in regards to management of the company for not properly making repairs when a problem appears. The homeowner at 3030 Point Clear drive sent this email which I sent to ORS in August 2012 *"This is another leak next to my house. It leaked here at the same place two years ago. I was told that my leak was coming from another leak about 40 feet above on the same water line. They have "patched" up this water line under the common driveway at least 3-4 times in the last 24 months. They keep fixing this 39 year old line instead of putting in a new one."* (Submit exhibit)

I submitted pictures for him. The drive was sealed in August 2012, a 1" coat of asphalt was put down on October 3, 2012 the leak came back, was repaired again on October 5, 2012.

Linda K. Stevenson
3024 Point Clear Drive
Tega Cay, South Carolina 29708
lks@comporium.net
803-547-6523

RECEIVED

OCT 23 2013

PSC SC
MAIL / DMS